



Offer Hope, Restore Dignity, Transform Lives

Thank you for your interest in becoming a volunteer for our organization. Volunteers of America Indiana has a long history of appreciation for volunteers and all they can accomplish for those we serve. We operate throughout the state, so opportunities to volunteer will vary across Indiana.

Please note: Volunteers of America Indiana is not a clearinghouse for volunteer opportunities. We are a faith-based social service organization with some volunteer opportunities of our own, but we do not refer potential volunteers out to other organizations. If you are looking for volunteers, or for opportunities with other organizations, we recommend you go to www.volunteersolutions.org or contact the Untied Way Volunteer Center in your area.

Included with the Volunteer Policy Manual and information on Volunteers of America Indiana mission, you will find an application. For most volunteer opportunities background checks are required upon completion of this volunteer packet. If you are looking for volunteer group volunteer opportunities please contact Sara Pugh, the Coordinator of Volunteer Services.

Finding a good match between applicants and potential jobs/activities can sometimes take a while, so we appreciate your patience. If you have specific interests that are not listed on our website: www.voain.org, please let us know and we will see if we can accommodate you.

If you would like to apply to become a volunteer, please return the completed documents to:

Sara Pugh
Volunteers of America Indiana
927 N. Pennsylvania Street
Indianapolis, IN 46204

Fax: 317-686-5810
Email: Spugh@voain.org

Thank you again for your interest in Volunteers of America Indiana! We truly look forward to working with you.

Sincerely,

Sara Pugh
Coordinator of Volunteer Services
Volunteers of America Indiana, Inc.



Volunteers of America®
Indiana

Offer Hope, Restore Dignity, Transform Lives

VOLUNTEER APPLICATION

Full Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: (Home) _____ (Work) _____ (Cell) _____

Email address: _____

In an emergency, please contact:

Name: _____ Phone: _____

Relationship: _____

I. Skills and Interests

1. Current Occupation: _____
Company's Name: _____

2. Educational Background: _____

3. Hobbies, skills, interests: _____

4. Previous volunteer experience: _____

5. Why do you want to volunteer with Volunteers of America?

7. Do you know any staff members of Volunteers of America?

No Yes Name: _____ Relationship: _____

Name: _____ Relationship: _____

8. Do you know any current or previous residents or clients of Volunteers of America?

No Yes Name: _____ Relationship: _____

Name: _____ Relationship: _____

Please attach a page with a list of those you know at our facilities if applicable.

***Please fill out both sides of the application.**

II. Volunteering Preferences

6. Please check any of the following preferences that interest you

- Providing service to several clients on an ongoing basis (i.e. teaching or facilitating in a group setting)
- Providing service to clients on an individual basis (one on one tutoring, mentoring)
- Administrative assistance
- Other position listed in brochure or internet: _____
- Not sure

7. Please check any of the following individuals or groups with whom you are interested in working:

- Incarcerated persons Agency staff
- Veterans Other: _____

III. Availability

8. When are you available to volunteer?

- I am flexible Weekends Weekdays Evenings Other: _____

9. How often do you want to volunteer?

- Weekly Monthly Occasionally Other: _____

11. Do you have access to transportation to get to and from your volunteer work?

- Yes No

IV. Background Information

12. Have you ever been convicted of a criminal offense?

- Yes No

13. Due to the nature of our work, some volunteer positions require filling out a background check & finger prints. If required for the position you are interested in, are you willing to do so?

- Yes No

14. If you have a disability, list any accommodations you need to volunteer.

15. Please list two non-related references that we may contact.

Name _____ Phone _____ Relationship: _____
 Name _____ Phone _____ Relationship: _____

16. How did you hear about Volunteers of America?

- A current volunteer or staff member The telephone directory
- Our website Volunteer fair or brochure
- Internet site: _____ Other: _____

I verify that the above information is true. I understand that any false or misleading information is grounds for denying or terminating my volunteer placement. I further understand that copies of this application will be sent to the Volunteers of America program in which I have indicated interest. The original will be retained in my volunteer personnel file.

(Volunteer's Signature)

(Date)

Please send completed application to: Coordinator of Volunteer Services, Volunteers of America of Indiana, 927 N. Pennsylvania St. Indianapolis, IN 46204 or fax to (317) 686-5810 attn: Volunteer Services.



**CODE OF ETHICS
VOLUNTEERS OF AMERICA**

I will be conscious of the fact that everything I do, directly or indirectly, has the potential to reflect upon Volunteers of America as a whole.

I will conduct myself at all times with openness, forthrightness, and honesty in dealing with people and organizations, both internally and externally.

I will hold myself to the highest possible standard of conduct reflective of the work I do, always striving to avoid even the appearance of impropriety.

I will treat everyone with dignity, worth, respect, concern, courtesy and fairness. I will not discriminate against any client on the basis of race, religion, sex, gender, national origin, creed or other individual characteristic. I will not employ corporal punishment or physical force, subject clients to any form of physical or mental abuse, or demean or intentionally humiliate clients. I will be sensitive to and seek solutions for all instances of discrimination and social injustice I observe.

I will respect and comply with all applicable laws and regulations and the defined standards of conduct of my own profession. I will not violate or disobey established rules, regulations or lawful orders from a supervisor.

I will not endanger the well being of others or myself through intent or neglect. I will not perform duties under the influence of intoxicants or consume intoxicants while on duty. I will not bring any type of weapon(s) or item(s) declared as contraband into the facility.

I will accept no gifts or favors that might influence the performance of my responsibilities.

I will avoid all conflict of interest relationships with Board members, staff, suppliers, those we serve, and other organizations with whom I deal, unless disclosed and approved.

I will not engage in any kind of social contact with clients except as a part of a volunteer member's approved Job Duties and as authorized by supervisory staff.

I will exercise prudent stewardship of all Volunteers of America resources.

I will not engage in critical discussion of staff members or clients in the presence of other clients, divulge confidential information without proper authorization, or withhold information, which, in so doing, threatens the security of the facility, its staff, clients, visitors, or the community. A release of information form must be signed by the client or his or her guardian before any information about a client may be released to anyone other than a VOA staff member.

I will adhere to ethical standards for marketing and fundraising. I will conduct all Volunteers of America marketing and fundraising in an ethical manner in accordance with approved procedures.

Volunteer Name

Supervisor

Date

Revised 01/01/05



Confidentiality Agreement

The protection of information is vital to the interests of Volunteers of America of Indiana. I, _____ understand that in the course of my volunteer activities with Volunteers of America of Indiana, I may have access to and become acquainted with information of a confidential, propriety or secret nature that is or may be applicable or related to the present or future business of Volunteers of America of Indiana, its research and development, or the business of its customers. Such information includes, but is not limited to the following:

- Identifying and other information about clients, former clients, or persons seeking services, including names, personal information or other program information;
- Compensation, other confidential personnel information of staff or volunteers;
- Financial information, vendor or donor information, contribution lists, and other information; and
- Marketing strategies and data, new material research, pending projects and proposals, research and development strategies, materials, products, designs, plans, ideas, and data of the organization.

I agree not disclose any of the above-mentioned information or other organizational information directly or indirectly and agree not to violate the spirit or intent of this provision. It is a violation of Volunteers of America's policy for any volunteer or staff member to divulge organizational information to any person or persons other than appropriate Volunteers of America staff members or its designates.

I understand that a breach of confidentiality or disclosure of organizational information may be cause for dismissal from my position as a volunteer with Volunteers of America of Indiana.

Volunteer's Name (Print)

Date

Volunteer's Signature



Volunteers of America®
Indiana

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VOLUNTEER STANDARDS OF CONDUCT

Volunteers of America requires its volunteers to conduct themselves professionally and in a manner that creates and maintains respect for VOA, the CSC, BOP, the department of justice (DOJ), and the U.S. Government.

Volunteers Of America requires its volunteers to avoid any action that might result in, or create the appearance of, adversely affecting the confidence of the public in the integrity of VOA, the CSC, BOP, DOJ, and U.S. Government.

Volunteers of America requires its volunteers to uphold all ethical rules governing their professions, including complying with applicable licensing authority rules, unless they conflict with legal laws.

Volunteers of America prohibits its volunteers from using or possessing illegal drugs or narcotics. VOA prohibits its volunteers from abusing any drugs or narcotics. VOA prohibits its volunteers from using alcoholic beverages and being under the influence of alcohol while on duty, present in the facility, or immediately before reporting for duty. When a volunteer's blood alcohol content level is .02 percent or greater he or she will be considered to be under the influence of alcohol.

Volunteers of America prohibits its volunteers from showing partiality toward, or becoming emotionally, physically, sexually, or financially involved with offenders, former offenders, or the families of offenders or former offenders. Chaplains, psychologists, and psychiatrists may continue a previously established therapeutic relationship with a former offender in accordance with their respective code of professional conduct and responsibility.

Volunteers of America prohibits its volunteers from engaging in, or allowing another person to engage in, sexual behavior with an offender. Regardless of whether force is used or threatened, there can be no "consensual sex" between VOA's volunteers and offenders. VOA prohibits its volunteers from offering or giving an offender or a former offender or any member of an offender's family, or to any person known to be associated with an offender or former offender, any article, favor, or service, which is not authorized in the performance of the volunteer's duties. VOA prohibits its volunteers from accepting any gift, personal service, or favor from an offender or former offender or from anyone known to be associated with or related to an offender or former offender. This prohibition includes becoming involved with offender's families or associates of any offender.

Volunteers of America prohibits its volunteers from showing favoritism or give preferential treatment to one offender, or a group of offenders, over another offender.

Volunteers of America prohibits its volunteers from using profane, obscene, or otherwise abusive language when communicating with offenders, fellow volunteers, staff or others. VOA requires its volunteers to conduct themselves in a manner that is not demeaning to offenders, fellow volunteers, staff or others.

Volunteers of America requires its volunteers to remain fully alert and attentive during duty hours.

Volunteers of America prohibits its volunteers from having any outside contact with an offender, ex-offender, offender's family or close associates, for a period of one year from the last day of the offender's sentence or supervision, whichever is later, except those activities that are an approved, integral part of the CSC program and part of the employee's job description.

Volunteers of America prohibits its volunteers from engaging in any conduct that is criminal in nature or which would bring discredit upon VOA, the CSC, BOP, DOJ, or U.S. Government. VOA requires its volunteers to conduct themselves in a manner that is above reproach. VOA requires its volunteers to obey, not only the letter of the law, but also the spirit of the law while engaged in personal or official activities.

Volunteers of America prohibits its volunteers from using brutality, physical violence, or intimidation toward offenders, or use of unauthorized or inappropriate force.

Volunteers of America prohibits its volunteers from engaging in any inappropriate supervisor/subordinate relationships, to include but not limited to, that which are emotional, sexual, financial or physical in nature.

Volunteers of America prohibits its volunteers from possessing lethal weapons or weapons which may inflict personal injury, to include pepper spray or other self-defense type of chemical agents, in the facility or while on duty. VOA also prohibits volunteers from storing lethal weapons or weapons which may inflict personal injury, to include pepper spray or other self-defense type of chemical agents, in vehicles under their control parked on or adjacent to the facility. Offenders shall not possess or use any of these items at any time.

Volunteers of America prohibits any of its volunteers who are suspected of violating this Volunteer Standard of Conduct from contact with federal offenders.

1. VOA may not offer a volunteer position to any individual who is under the supervision or jurisdiction of any parole, probation or correctional authority. Persons with previous criminal convictions who are not under supervision may be considered for volunteer placement. However, the COTR reserves the right of approval in such cases. Consideration will be given to such factors as criminal history, time elapsed since conviction(s), and subsequent adjustment in the community.
2. No VOA volunteer may use his or her official position working with federal offenders to secure privileges or advantages in the facility or in the community.

I have received and understand this Standard of Conduct. I further understand that Volunteers of America requires its volunteers to fully cooperate by providing all pertinent information, which I may have to any investigative authority. Full cooperation includes truthfully responding to all questions and providing a signed affidavit, if requested.

I understand that any violation of this Standard of Conduct may result in the termination of my volunteer placement.

Name (printed)

Signature

Date



Volunteer/Agency Agreement

This agreement is intended to indicate the seriousness with which we treat our volunteers. The agreement assures you of our deep appreciation for your services and indicates our commitment to do the very best we can to make your volunteer experience with Volunteers of America of Indiana a productive and rewarding one.

I. Agency

Volunteers of America of Indiana agrees to accept the volunteer services of (volunteer's name) _____ beginning _____, and we commit to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet the responsibilities of the agreed to volunteer position.
2. To ensure supervisory aid and guidance to the volunteer and provide feedback on his/her performance.
3. To respect the skills, dignity and individual needs of the volunteer and do our best to adjust to these individual requirements.
4. To be receptive to comments from the volunteer regarding ways in which we might mutually better accomplish our respective tasks.
5. To treat the volunteer as an equal partner with agency staff and other volunteers, recognizing joint responsibility for accomplishing the goals and mission of Volunteers of America, Inc.

II. Volunteer

I, _____, agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability.
2. To adhere to Volunteers of America policies and procedures including record keeping requirements and confidentiality of organization and client information.
3. To meet time and duty commitments or to provide adequate notice so alternate arrangements can be made.
4. To act at all times as a member of the team responsible for accomplishing the mission and goals of Volunteers of America of Indiana.
5. To represent Volunteers of America of Indiana to the people we serve and the general public in a positive, professional manner.

III. Agreed to:

Volunteer's Name _____ Date _____
(Print)

Volunteer's Signature _____

Agency Representative's Signature _____

Agency's Representative's Title _____



Photographic Release Form

Taking of Photographs/Video Recordings:

I agree to permit Volunteers of America, Inc. to make video recordings or photographs of me (person named below).

Use of Photographs/Videos Recordings:

I understand and agree that the films or photographs may be used for the general purposes of research, education, training, and publicity.

Time Limit:

I do NOT place any limit in the period of time in which the photographs or films may be used.

Rights to Payment Relinquished:

I (person named below) give up all rights to receive payment as a result of the distribution, showing or other use of these photographs or video recordings.

Use of Name:

I give my consent with the understanding that I (person named below)

May be identified, or

May NOT be identified

by name in any photographs, or video recordings which are made.

I further state that Volunteers of America has not coerced my participation or promised me incentives or favors for my participation in this interview/photo shoot.

Name: _____
(Print)

Signature: _____ Date: _____

Witness: _____
(Print)

Signature: _____ Date: _____



Volunteers of America®
Indiana

Volunteer Policy Manual

Volunteers of America of Indiana
Offer Hope, Restore Dignity, Transform Lives

September 2009

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Introduction

Volunteers are valuable resources to Volunteers of America, its staff, and its clients. Volunteers are extended the right to be given meaningful assignments, to be treated as equal co-workers, to receive effective training and supervision, have full involvement and participation and receive recognition for work accomplished. In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and policies of Volunteers of America.

Volunteers may be involved in most programs and activities of the organization and serve at all levels of skill and decision-making. Volunteers will not, however, be used to displace paid employees.

Definitions and Roles

Coordinator of Volunteer Services - the person responsible for the management and evaluation of an affiliate's comprehensive volunteer program.

Program Managers or Supervisor - the person responsible on site, in a facility or in a program for coordinating volunteer activities. This may be the program director or other agency supervisory level employee designated by the program director.

Volunteer Supervisor – (not a formal title) the person responsible for supporting, coaching and overseeing a volunteer and his/her activities.

Volunteers – a person who provides service to Volunteers of America for which no monetary compensation is given or expected. (Minimal stipends and reimbursements are excluded in this definition of compensation.). This manual outlines the general volunteer policies for Volunteers of America.

Volunteer Engagement

Recruitment. Volunteers are recruited by Volunteers of America with the intent of broadening and expanding the involvement of the community in the organization and expanding and enhancing services to its clientele. Volunteers are recruited without regard to gender, disability, age, race or other condition. The qualification for volunteer placement is suitability to perform a task or responsibility on behalf of the organization.

Categories of Volunteers. Volunteers providing service to Volunteers of America generally fall into one of the following categories:

- Youth and student volunteers. Usually youth volunteers are junior and high school age volunteers, however, local affiliates may include younger aged youth in some volunteer opportunities. These volunteers are generally short-term volunteers fulfilling a community service or service learning requirement for school. They may participate individually or with a group of youth.
- Interns. These are generally college students, receiving credit or not, who have specific curriculum objectives they wish to fulfill.
- Community service workers. They are individuals assigned specific community service time requirements based on a court-ordered alternate sentencing, restitution program or other mandated efforts such as welfare reform.
- Senior Service corps. These individuals include volunteers participating in any of the Senior Service corps programs (RSVP, Foster Grandparents, and Senior Companions). The volunteers receive stipends or have some expenses paid for through these federal programs.
- Adult volunteers. Volunteers 18 years of age or older, not receiving any credit from a school or under mandated service program from a court or other institution.
- Groups. Persons belonging to a previously established network, such as a church group, or a workplace employee group. Many groups participate in one-time or short-term projects that may be completed at a Volunteers of America's facility or at their own group site (collecting canned goods, clothing drives, etc).

- Volunteers acting on behalf of other agencies. A special agreement must be in effect with the organization, school, or program from whom the referral volunteers originate and must identify responsibility for management and care of the volunteers.
- Governance volunteers. Board members are the governance volunteers of the organization. They may serve as volunteers in other capacities within Volunteers of America. When board members are serving in a direct service or management capacity they are expected to accept supervision and comply with all policies and procedures applicable to that volunteer position.
- Employees as Volunteers. Volunteers of America staff may serve as volunteers. Staff's involvement must be voluntary without any coercion, involve work that is outside the scope of the individual's normal paid staff duties, and is provided outside of usual working hours.
- Clients and relatives of clients as volunteers. Clients, former clients and relatives of clients are welcome to be Volunteers of America volunteers when their service does not constitute an obstruction to or conflict with provision of services to the client or to others served.

Recruitment of minors. Volunteers who have not reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer activity that is assigned to a minor must be performed in a non-hazardous environment and comply with all appropriate requirements of child labor laws.

Interviews. Each prospective volunteer is interviewed by the Coordinator of Volunteer Services to determine the applicant's qualifications, availability, and preferred volunteer position. Once a potential volunteer placement has been determined, a second interview may be conducted by the supervisor/program manager for the intended position. Once a final candidate has been chosen, the volunteer placement will be agreed upon by the Coordinator of Volunteer Services, the direct supervisor, and the volunteer.

Health screenings. For some volunteer positions, a health screening procedure may be required prior to approving the assignment. In addition, if there are physical requirements necessary for performance of a volunteer task, a screening or testing procedure may be required to determine the ability of the volunteer to safely perform that task.

Background checks. When volunteers will be placed in direct contact with clients, will be responsible for financial or other valuable organizational resources, or will be in other sensitive positions identified by the local office, additional screening procedures may be instituted. These procedures may include reference checks, criminal background checks, etc. Volunteers who refuse permission to conduct these checks will not be accepted for placement in these identified positions.

Certificate of ability. Any potential volunteer who indicates that they are under the care of a doctor for physical or psychological treatment may be asked to present a certificate from the doctor as to their ability to satisfactorily and safely perform their duties. Volunteers under a course of treatment that might affect their volunteer work will not be accepted without written verification of suitability from their doctor. Any volunteer who after acceptance and assignment by the organization, enters a course of treatment that might adversely impact upon the performance of their volunteer duties should advise and consult with the Coordinator of Volunteer Services.

Conflict of interest. No person who has a conflict of interest with any activity or program of the agency, whether personal, philosophical, or financial shall serve in a volunteer position which would be compromised by that conflict. If appropriate, the volunteer may serve in a different program or assignment which will not be affected by the conflict of interest. Volunteers who find themselves to be in a conflict situation should immediately report the nature of the conflict to their immediate supervisor or to the Coordinator of Volunteer Services.

Falsification of information. Falsification of information, including material omission or misrepresentation on a volunteer application is grounds for immediate dismissal.

Placement. In placing a volunteer in a position, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met. No volunteer should be assigned to a "make-work" position, and no position should be given to an unqualified or disinterested volunteer.

Position descriptions. Volunteers who serve on a regular basis (other than one time events) will be provided a detailed position description outlining the position requirements, appropriate supervisor, timeframe for performance of the job, and all related duties and will be used in

subsequent management and evaluation efforts. Position descriptions should be reviewed and updated annually, or whenever the work involved in the position changes substantially.

Probationary period. Three months is viewed as a probationary period for each new volunteer. Generally, after three months the volunteer and his/her supervisor meet to discuss if the position and the volunteer are a good fit for the volunteer and for Volunteers of America.

Supervision and Evaluation

Maintenance of records. A system of records will be maintained on each volunteer including dates of service, positions held, duties performed, evaluation of work, and awards/recognition received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Coordinator of Volunteer Services in a timely manner. Volunteer records shall be accorded the same confidentiality as staff personnel records.

Supervision. Each volunteer within the organization is assigned a supervisor. This person is responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. The supervisor will have primary responsibility for developing suitable assignments for the volunteer, involving the volunteer in the communication flow of the agency and for providing feedback to and evaluation of the volunteer's work.

Evaluations. Ongoing volunteers will participate periodically with their supervisors in evaluations to review their work. During the evaluation session the two will review the performance of the volunteer, discuss changes in work or work styles that are needed, discuss ways of enhancing the volunteer's relationship with the organization, convey appreciation to the volunteer, and discuss the continued interest of the volunteer in serving in that position. Evaluations include both an examination of the volunteer's performance of his or her responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.

Corrective action. If performance or behavior is not meeting expected standards, corrective action may be taken, usually following an evaluation session. Examples of corrective action may include the requirement for additional training, re-assignment of the volunteer to a new position, suspension of the volunteer or dismissal from volunteer service.

Dismissal of a volunteer. Volunteers who do not adhere to the rules and procedures of the organization or who fail to perform their volunteer assignments at a satisfactory level may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisors. Prior to dismissal, the supervisor will consult with the Coordinator of Volunteer Services.

Reasons for dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by organization policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Resignation. Volunteers may resign from their volunteer service at any time. It is requested that volunteers who intend to resign provide at least a two-week advance notice before their departure. Volunteers who wish to resign should inform both their supervisor and the Coordinator of Volunteer Services.

Exit interviews. Exit interviews will be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have about improving the position, and the possibility of involving the volunteer in some other capacity with the organization in the future.

Training and Development

Orientation. All volunteers will receive a general orientation on the nature and purpose of the organization, an orientation on the program or activity for which they are recruited, and a job specific orientation on the purposes and requirements of the position that they are accepting.

Training and on-the-job training. Volunteers will receive training or on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment.

Program specific requirements. Each program determines program specific requirements for volunteer training and development. When such requirements are required for a specific volunteer activity, the requirements are listed on the volunteer position description. It is the

responsibility of the volunteer to meet all requirements for the position he/she holds. It is the responsibility of the supervisor to keep the volunteer informed of the training schedule.

Special events orientation. The Program Manager or Coordinator of Volunteer Services will carry out a modified special events orientation for groups. This orientation will include at a minimum; an overview of Volunteers of America, overview of the specific program, duties, safety requirements, facility layout and any special conditions unique to the event or program.

In-service training. Volunteers will be informed of ongoing training opportunities in areas relating to the volunteers' fields of service. Some programs may require volunteer attendance at regularly scheduled training.

Benefits

Insurance. Accident and liability insurance are provided to registered volunteers while acting in the scope of their Volunteers of America assignment.

Parking. Free parking is available at most Volunteers of America's locations and is available on a first-come first-serve basis. In addition there is ample meter and street parking at our downtown Indianapolis locations, Theodora House and Brandon Hall. The program manager or director will provide volunteers with site-specific parking information.

References. Upon request, references are provided for volunteers in good standing. References are available to past and present volunteers and should be requested from the volunteer's direct supervisor and/or the Coordinator of Volunteer Services.

Recognition. All volunteers will receive both formal and informal means of recognition in appreciation of their service. Recognition will vary depending on the type of activity performed, length of service, and personal achievements.

Tax deductions. Income tax deductions may be available for some volunteer expenses. Volunteers are encouraged to contact the IRS or their accountants for specific information on what deductions are available and apply to their individual situations.

Training and experience. Most volunteer positions offer benefits such as learning new skills, sharpening old skills in preparation for returning to the job market, gaining job experience or having access to special training programs. Volunteers are encouraged to take advantage of these opportunities.

General Practices

Attendance. Volunteers and supervisors will work together to determine a schedule that works for both parties. Volunteers are asked to call their supervisors and provide as much notice as possible when unable to fulfill their commitment to serve as scheduled. Two days notice is requested, if possible. Two weeks advance notice is requested for vacations. Since Volunteers of America depends on volunteers to fulfill their commitments, continual absentee problems will result in a review of the volunteer's work assignment and possible reassignment or termination.

Dress code. As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to clients and the community. Volunteers are to dress appropriately for the conditions and performance of their duties.

Equipment/property. Staff and volunteers may only use Volunteers of America property or equipment for officially approved activities. Staff and volunteers are responsible for the care and upkeep of Volunteers of America property assigned for their use.

Telephone and computer use. Telephones and computers are provided for business purposes. Personal calls may be made on Volunteers of America phones but should be brief, infrequent and not interfere with the needs of the organization. Emergency incoming calls will be forwarded to the volunteer immediately. Personal use of the telephone for long-distance and toll calls is not permitted. Computers should only be used for business purposes. Personal use will need approval from a volunteer's supervisor.

Mailroom, photocopying and faxes. The mailroom and all Volunteers of America photocopying and fax machines are to be used for business purposes only. The use of Volunteers of America paid postage for personal correspondence is not permitted.

Inclement weather procedures. Volunteers are encouraged to call 317-686-5800, during weather emergencies. Residential facilities will remain open and may welcome additional volunteer work shifts since they may be short staffed. Other offices may be closed.

Nametags. In some programs, staff and volunteers are required to wear nametags. The volunteer's supervisor will advise them if a nametag is required for his/her position.

Open-door policy. A volunteer may have concerns regarding his/her assignment, work conditions or some other related matter. Volunteers of America encourages volunteers to seek assistance in solving their on-the-job concerns so that they can be resolved quickly and equitably. Volunteers should contact their supervisors or the Coordinator of Volunteer Services with their concerns.

Program specific policies. Individual programs within Volunteers of America may have specific standards and procedures. Volunteers are required to abide by program policies and procedures in addition to those in this handbook. Supervisors are responsible for sharing this information with the volunteers and should give out copies of written policies as part of the volunteer's training.

Smoking. All Volunteers of America facilities are smoke free. Smoking is permitted outside of the buildings in designated areas. A volunteer's supervisor will include this information during a volunteer's orientation to the program and the facility.

Solicitations. Staff and volunteers are not to engage in any type of solicitation while serving Volunteers of America, with the exception of Volunteers of America sponsored programs. Any staff or volunteer wishing to solicit funds or in-kind gifts on behalf of Volunteers of America must receive prior approval from the Development Director.

Time sheets. Volunteers are asked to track their volunteer hours on a time sheet that will be located at their volunteer stations or given to them. Volunteers are to complete the record sheet each volunteer day. Groups will record the name of each group member and the amount of time worked on record sheets. The time should include the activity as well as any planning and/or preparation time involved. All time sheets must be verified and signed by the direct supervisor before being forwarded to the Coordinator of Volunteer Services. Time sheets are due by the last day of the calendar month in which the volunteer activity was performed.

Vehicle usage. Volunteers who drive Volunteers of America vehicles will comply with all procedures set forth regarding vehicle use. Volunteers are required to have a current and valid driver's license and current personal auto insurance. A driver's background check will be required. Volunteers who run errands in private vehicles are not included under Volunteers of America's insurance and assume full liability. Volunteer files. Files are kept on volunteers. The files contain basic volunteer information from the volunteer application such as address and phone number, who to contact in an emergency, and hours worked. A copy of any awards and certificates earned while a volunteer may also be kept. Volunteers are requested to submit address, name or telephone emergency information changes to their supervisor and the Coordinator of Volunteer Services or program, director at their earliest convenience. These files are kept confidential in the Coordinator of Volunteer Services' office and are available only to staff on a need to know basis. Basic information such as contact numbers will be provided to the volunteer's direct supervisor.

Volunteers becoming employees. Should a volunteer decide to apply for a paid position within Volunteers of America, he or she will go through the same hiring process as any other individual. All job openings are posted on the Volunteers of America of Indiana website at www.voain.org/workforus.html. Dates for applying and job qualifications are listed. The volunteer may use staff and other volunteers as job references.

Work hours and schedules. Hours of work and work schedules are established by each program/department. Office hours and lunch periods will be established by program/department needs and will be properly communicated to all volunteers by the local facility.

Volunteers of America observes the following holidays:

- New Year's Day
- Martin Luther King, Jr.'s Birthday
- Good Friday
- Memorial Day
- Independence Day
 - Labor Day
 - Veteran's Day
 - Thanksgiving Day
 - Friday after Thanksgiving
 - Christmas Eve and Christmas Day

Worksite. An appropriate worksite shall be established prior to the enrollment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable volunteers to effectively and comfortably perform their duties.

Accident procedures. Volunteers must immediately report any injuries while volunteering. Their supervisor will provide an Incident Report to be completed immediately. If a volunteer witnesses an accident they should notify their supervisor or any supervisor on shift immediately. A written report must also be completed.

Safety procedures. Each staff and volunteer is expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe conditions or hazardous situations you observe to your supervisor or other appropriate supervisor. If you are unsure how to do a job safely, ask your supervisor.

Emergency procedures. All Volunteers of America facilities have and follow written procedures for emergencies in that facility. Written procedures will be reviewed in orientation. If you encounter an emergency situation inform your supervisor or any supervisor on shift immediately.

Hazardous materials. Volunteers will not be permitted to handle hazardous materials.

Personal safety. When leaving Volunteers of America after dark, walk in a group or with an escort, check under your car and nearby parked cars, and have your key ready when approaching your car door. If you observe any suspicious activities or individuals call the staff supervisor in charge.

Valuables. Please avoid bringing valuables to your volunteer work as Volunteers of America cannot be responsible for any damage or loss. If you need to bring a purse, etc., please ask your supervisor for a safe place to put your belongings.

Workplace Conduct

Client records. Volunteers are not allowed to read or write in a client's file except where informed consent has been obtained from a client and is approved by the program director or manager. In all other cases volunteers should inform their staff supervisor of any observations/information they feel might be pertinent to a client's case.

Client, staff and volunteer rights. All Volunteers of America clients, staff and volunteers have the right to be treated in a considerate and respectful manner that emphasizes human dignity.

Client/volunteer relationships. Volunteers must maintain a professional relationship with program service recipients (clients) at all times. Volunteers should not engage in personal associations with clients and should discourage any attempts on the part of the clients to develop such relationships.

Confidentiality. Information, both verbal and written, regarding clients, employees or volunteers is to be kept confidential at all times. It is mandatory that all information be held in the strictest confidence, both within and outside of the facilities of Volunteers of America.

Drug free workplace. The possession, distribution or use of alcohol or illegal drugs at any Volunteers of America facility or while volunteering in any Volunteers of America program is forbidden.

Equal opportunity. It is the policy of Volunteers of America not to discriminate against any volunteer because of race, religion, creed, sex, age, national origin or ancestry, disability or veterans' status.

Financial resources. Volunteers are not permitted to handle cash receipts, or money without prior permission from a manager.

Grievance. Whenever a volunteer has a job related question, problem or concern, there are people available to help resolve the matter. The volunteer should discuss the issue with their supervisor or the Coordinator of Volunteer Services. It is expected that most disagreements will be dealt with at the lowest level of the chain of command. In the event that informal conflict resolution fails to resolve a volunteer's problem, a grievance may be completed and submitted to the appropriate management staff member.

Gratuity/gifts. Volunteers are not allowed to accept any form of cash, tips or gratuity from clients. Volunteers are also not allowed to give gifts to clients.

Harassment. It is the policy of Volunteers of America that it will not permit verbal or physical conduct by an employee or volunteer who harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

Legal documents. Signing legal documents for clients is strictly forbidden. Refer any requests of this nature to your supervisor.

Medications for clients. Volunteers may not administer medications of any kind, including over the counter medicines, to clients in any Volunteers of America program.

News media inquiries. No volunteer may give information concerning Volunteers of America or any of its programs or clients to the news media unless specifically authorized to do so by management. These inquiries should be referred to the President/CEO.

Professionalism. A volunteer's attitude toward volunteer work needs to be professional. Volunteers have made a commitment to the assigned work, to those who direct the program, to colleagues, to clients and to act professionally in their capacity as a representative of Volunteers of America.

Representation of the organization. Volunteers are authorized to act as representatives of the organization as specifically indicated within their job descriptions and only to the extent of such written specifications.



MISSION STATEMENT

Volunteers of America is a movement for the reaching and uplifting of all people in bringing them to the immediate knowledge and active service of God.

Volunteers of America of Indiana offers hope, restores dignity, and transforms lives.

IDEAL STATEMENTS OF PURPOSE

Client Services

Volunteers of America believes our Christian ministry is to meet the emotional, physical and spiritual needs of all people. Quality services will recognize each one's dignity, empowering people to gain self-worth and to realize their potential.

Employee Relations

Volunteers of America believes in recruiting, developing, promoting, and recognizing an honest and competent workforce in a fair and equitable manner. Volunteers of America provides a work environment where participative management builds trust and encourages motivation and creativity.

Local Services

Volunteers of America believes local services reflect our Christian mission and leadership, addresses community needs, are progressive and of high quality, make maximum use of resources and promote interactions within the community.

National/Local

Volunteers of America believes our leadership is visionary, proactive, accountable, responsible to those served, and engenders a commitment to our mission.

Corporate Culture

Volunteers of America believes our organizational culture is reflected by our Christian ministry of service conducted in a dynamic, caring environment that promotes teamwork, integrity, creativity, excellence and open communication.



◆ **COMMITMENT**

We believe that as individuals and through teamwork, we must do the right thing in the right way until our work is done.

◆ **INTEGRITY**

We believe in demonstrating honesty and sincerity in both our words and actions, and in practicing good stewardship of all available resources.

◆ **CHARACTER**

We believe in identifying, rewarding and promoting positive character qualities in our staff and those we serve.

◆ **EXCELLENCE**

We believe in striving for and providing the highest quality service in all endeavors.

◆ **SERVICE**

We will boldly embrace change in our search for innovative ways to serve our community and address unmet needs. We will demonstrate love and compassion towards all, as every person has value.